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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Look, if any human actually reads this letter, then you know as well as I do; AT&T and Comcast suck. Not just a little bit, not in a "well, they're sucky, but whatever," kind of way. They are literally the worst companies most Americans ever deal with.

When you call their 800 numbers, you have to wade through dozens of unhelpful automated prompts before, if you're lucky, you reach an actual person. No matter what your problem is, however, the person you reach cannot help you. They have to transfer you to someone else. So you're put on hold for some indefinite amount of time, because they "[A]re experiencing a high call volume." (If they had better service, maybe so many people wouldn't be constantly calling them, but I digress.) After some interminable amount of time, you get the second person.

Now your odds of having your problem solved rise from 'zero' to 'somewhat greater than zero', similar to how the amount of matter in outer space is somewhat greater than zero. Realistically, this person isn't going to be capable of helping you either.

Wash, rinse, repeat. Odds are at some point they will simply hang up on you and you'll have to start the entire, infuriating process over again. I've had live people hang up on me. I've been hung up on while I was on hold. I've even had the automatic answering system hang up on me. "Thank you for calling AT&T. Goodbye." What?!? Why is that even an option? I was in the middle of trying to select the prompt to let them know I'm moving!

All this happens because Comcast and AT&T don't face any real competition in 99% of America. Please, dear live reader at the FCC, support competition. As a consumer, I do. And, I think it's quite safe to say that the millions of frustrated people who consistently rate these two internet providers as the worst companies in America do too. AT&T and Comcast suck. A little competition might make them slightly less sucky.

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